

# National Oceanic and Atmospheric Administration

Procedures Document  
Updated July 01, 2005  
Information Technology  
Cellular Service

## PART A – Post BPA Implementation Procedures

### Establishment of Cellular Service Account:

- To establish a new account for an organization, the service order contact(s) that will coordinate service requests for the account should contact the Verizon Wireless Federal Account Business Sales Representative for NOAA:  
Edward Oriuwa 240-687-1744 Edward.oriuwa@VerizonWireless.com  
Fax # 240-568-1993.  
Alternate contact is the Verizon Wireless Federal Account Manager for NOAA:  
William (Bill) Lewis 240-568-1816 [William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com)  
Fax # 240-568-1874.
- Verizon Wireless will response via phone or email to set up an initial meeting with the NOAA service order contact.
- The NOAA service order contact will provide the account name, billing address and contact information, including the credit card that will be billed for the service. Note that there is a standard format for all address information when completing the Verizon Wireless Federal Account Order Forms. Block 1 is the name of the organization/account. Block 2 is the shipping address. Block 3 is the address where the invoice is to be sent. See the sample below:

1. Agency Address:	2. Shipping Address: (No P.O. Boxes)
Name of Agency: <b>DOC/NOAA/F/CIO</b>	Name of Agency: <b>DOC/NOAA/F/MB</b>
P.O. Box:	Street Address: <b>1315 East-West Hwy</b>
Street Address: <b>1315 East-West Hwy</b>	Building / Suite #: <b>SSMC3, Room 14999</b>
Building / Suite #: <b>SSMC3, Room 9999</b>	City / State / Zip: <b>Silver Spring, MD 20910</b>
City / State / Zip: <b>Silver Spring, MD 20910</b>	Attention: <b>Jane I. Private</b>
Attention: <b>John Q. Public</b>	Phone #: <b>301-713-5555</b>
Phone #: <b>301-713-9999, x999</b>	<b>*Check here if same as billing address: <input type="checkbox"/> X</b>
<b>3. Billing Address: (Complete only if different from Agency Address) *Check here if same as Agency Address above <input type="checkbox"/></b>	
<b>Agency Name / Address / P.O. Box:</b>	

- Referencing the NOAA BPA, determine which plan will provide the most cost effective solution for each of the subscribers. Keep in mind that for accounts with more than five phones, the plan minutes will be shared.
- Provide the names of the subscribers, features required and the model of the cellular phones to be purchased. Note that there are standard phone sets established for NOAA. Requests for non-standard service or phones will require a written waiver approved by the appropriate NOAA Line Office CIO, Staff Office CIO or NOAA CIO.

### **Transition of Cellular Service From a Different Service Provider:**

- If the subscriber has existing service with another provider and **a new phone number will be requested** from Verizon Wireless, follow the procedure for the Establishment of Cellular Service Account. After the new service has been established, send a request to the previous service provider to cancel the old service. Note that termination fees may apply if canceling service prior to contract term expiration.

#### **OR**

If the subscriber has existing service with another provider and **the existing phone number is to be ported (transitioned)** to Verizon Wireless, contact the Edward Oriuwa 240-687-1744 Edward.Oriuwa@VerizonWireless.com Fax # 240-568-1993.

Alternate contact is the Verizon Wireless Federal Account Manager for NOAA: William (Bill) Lewis 240-568-1816 [William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com) Fax # 240-568-1874.

- Identify the service order contact(s) that will coordinate all service requests for the account.
- Verizon Wireless will call to set up an initial meeting with the NOAA service order contact.
- The following information will need to be provided to Verizon Wireless:
  1. The account name as it is listed with the existing service provider.
  2. A copy of the most recent invoice from the existing service provider.
  3. The credit card number that will be used to establish the account.
  4. Current list of the names and phone numbers of the cell phone subscribers on the account—including any feature requirements.
  5. The tax exempt id # which is 30005004.
  6. Any passwords for the current account that are needed when requesting changes.
  7. Referencing the NOAA BPA, the new plan selection for each of the subscribers. This last should be determined by reviewing the monthly usage history for the account. Accounts with more than five subscribers will be able to share plan minutes.
- Note that the process of porting over existing cell phone numbers from other service providers to Verizon Wireless will take longer than the alternative of having new numbers assigned. The porting process may take several days during which the subscribers will need to carry both the old and new phones. Incoming calls will be received on the old phone; outgoing calls will be made from the new phone. A text message will notify users when the service has been ported successfully.
- No additional cancellation request will be required to be sent to the previous service provider when the phone number has been ported. A final bill should be rendered.

**Requests for Service and/or Equipment Additions, Changes or Deletions:**

- For requests for new service or any equipment orders, the established NOAA service order contact should contact the Verizon Wireless Federal Account Business Sales Representative for NOAA:  
Edward Oriuwa 240-687-1744 Edward.Oriuwa@VerizonWireless.com  
Fax # 240-568-1993.  
Alternate contact is the Verizon Wireless Federal Account Manager for NOAA:  
William (Bill) Lewis 240-568-1816 [William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com)  
Fax # 240-568-1874.
- For requests to change or delete existing service, the established NOAA service order contact should contact the Verizon Wireless Federal Account Coordinator:  
Michael Moore 1-800-295-1614, option 3, X5435  
[Michael.Moore@VerizonWireless.com](mailto:Michael.Moore@VerizonWireless.com)  
FAX 240-568-1299
- Orders can be initiated by phone, fax or electronic mail. The order forms are available as WORD Document file at <http://www.cio.noaa.gov/ito/telcom.html>. The file can be downloaded, filled out and sent as an attachment. Verizon Wireless will complete the remaining information required to process the request.
- Provide the NOAA BPA # and the existing account number for your organization in Block 4. See sample below:

4. Billing Information (for Equipment Bill of Sale)	
Purchase Order #: <b>DG133004BU0001</b>	
Bill to Existing Account #: <b>123456789-00001</b>	
Credit Card Information (if applicable)	
Name of Agency:	
Name on Credit Card:	
Credit Card Type: Select One:	
Credit Card #:	
Expiration Date:	
Amount to be Billed to Credit Card: \$	
Date of Price Quote:	
Signature:	
Printed Name:	
Phone #:	Date:

- Provide information for the specific request. If new subscriber, provide name, features required and phone type to be purchased. If change or deletion of existing subscriber, provide name, phone line, phone type and the nature of the change.
- All phones will be shipped to the NOAA service order contact. Do not discard the paperwork that accompanies the phone, as it contains information that will be needed for phone activation.

- For activation of a new or replacement phone, contact Verizon Wireless Federal Accounts Support Team at 1-800-295-1614, option 4.

**Billing Inquiries:**

- For billing inquiries about the vendor invoice, contact Verizon Wireless Federal Accounts Coordinator:  
Michael Moore 1-800-295-1614, option 3, X5435  
[Michael.Moore@VerizonWireless.com](mailto:Michael.Moore@VerizonWireless.com)  
FAX 240-568-1299

**Trouble Reporting and Repair:**

- For service outages or customer assistance, contact Verizon Wireless Federal Accounts Coordinator:  
Michael Moore 1-800-295-1614, option 3, X5435.
- Note that after the warranty has expired on the phone equipment itself, all equipment repair and replacement is coordinated via service orders. Contact the Verizon Wireless Business Sales Representative:  
Edward Oriuwa 240-687-1744 Edward.Oriuwa@VerizonWireless.com  
FAX # 240-568-1993 (during business hours)
- It is recommended that individuals or offices with a low tolerance for service outages, maintain spare equipment that can be quickly activated.
- For activation of a new or replacement phone, contact Verizon Wireless Customer Service 1-800-711-2900. Provide the phone number and ESN (Electronic Serial Number) found under the battery.

## **PART B -- Initial BPA Implementation/Transition Procedures**

### **Transition of Cellular Service:**

- For existing Verizon Wireless subscribers, the transition will be an administrative one only. New account numbers will be established and service plan selections must be made. Orders for transition of service will be submitted at the end of the transition meeting or by **August 13 2004**. Existing Verizon Wireless phones older than 10 months are eligible for replacement.
- If the subscriber has existing service with another provider and **a new phone number will be requested** from Verizon Wireless, a request to establish a new cellular service account will be submitted at the end of the transition meeting or by contacting Verizon Wireless Federal Account Business Sales Representative for NOAA:  
Edward Oriuwa 240-687-1744 [Edward.Oriuwa@VerizonWireless.com](mailto:Edward.Oriuwa@VerizonWireless.com)  
Fax # 240-568-1993.  
Alternate contact is the Verizon Wireless Federal Account Manager for NOAA:  
William (Bill) Lewis 240-568-1816 [William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com)  
Fax # 240-568-1874.
- After the new service has been established and working phones are received, send a request to the previous service provider to cancel the old service. Note that termination fees may apply if canceling service prior to contract term expiration.
- If the subscriber has existing service with another provider and **the existing phone number is to be ported (transitioned)** to Verizon Wireless, a request to establish a new cellular service account will be submitted at the end of the transition meeting or by contacting Verizon Wireless Federal Account Business Sales Representative for NOAA:  
Edward Oriuwa 240-687-1744 [Edward.Oriuwa@VerizonWireless.com](mailto:Edward.Oriuwa@VerizonWireless.com)  
Fax # 240-568-1993.  
Alternate contact is the Verizon Wireless Federal Account Manager for NOAA:  
William (Bill) Lewis 240-568-1816 [William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com)  
Fax # 240-568-1874.
- Identify the service order contact(s) that will coordinate all service requests for the account.
- Verizon Wireless will call to set up an initial meeting with the NOAA service order contact.
- The following information will need to be provided to Verizon Wireless:
  1. The account name as it is listed with the existing service provider.
  2. A copy of the most recent invoice from the existing service provider.
  3. The credit card number that will be used to establish the account.
  4. Current list of the names and phone numbers of the cell phone subscribers on the account—including any feature requirements.

5. The tax-exempt id # is 30005004.
6. Any passwords for the current account that are needed when requesting changes.  
NOTE: NEXTEL customers must contact their account representative to request removal of Number Guard from the phones to be ported.
7. Referencing the NOAA BPA, the new plan selection for each of the subscribers. This last should be determined by reviewing the monthly usage history for the account. Accounts with more than five subscribers will be able to share plan minutes.

- Note that the process of porting over existing cell phone numbers from other service providers to Verizon Wireless will take longer than the alternative of having new numbers assigned. The porting process may take several days during which the subscribers will need to carry both the old and new phones. Incoming calls will be received on the old phone; outgoing calls will be made from the new phone. A text message will notify users when the service has been ported successfully.
- No additional cancellation request will be required to be sent to the previous service provider when the phone number has been ported. A final bill should be rendered.

### **Porting Process:**

The process for porting existing cellphone numbers from another service provider to Verizon Wireless:

- A Federal Account Order Form - LNP is submitted that includes a request for a Verizon Wireless cellular phone. Note that phones provided by other carriers will not work.
- Verizon Wireless will send out the new phone via FEDEX to the service order contact.
- To activate phones, NOAA service contact will call Verizon Wireless Federal Accounts Coordinator:  
Michael Moore 1-800-295-1614, option 3, X5435  
The service contact will need to provide the ACE order # from the packing slip.
- The phones should be distributed to the subscribers who will carry both old and new phones until the porting process is complete. Incoming calls will be received on the old phone. Outbound calls should be made from the new phone.
- A text message will appear on the Verizon Wireless phone that says the porting process is complete. Subscriber should dial \*228 and hit the SEND button. Choose option 1 from the menu to complete the process. At this point the old phone should have no service.  
If the porting process has not been completed within 5 business days of phone activation, contact Michael Moore 1-800-295-1614, option 3, X5435 [Michael.Moore@VerizonWireless.com](mailto:Michael.Moore@VerizonWireless.com)  
FAX 240-568-1299

## Contact List

Verizon Wireless Account Team:

For Changes on Accounts send to:  
NOAA@VerizonWireless.com

**Federal Account Manager for NOAA:**

William (Bill) Lewis 240-568-1816  
[William.Lewis@VerizonWireless.com](mailto:William.Lewis@VerizonWireless.com)  
Fax # 240-568-1874

**Federal Account Business Sales Representative for NOAA:**

Edward Oriuwa 240-687-1744 edward.oriuwa@VerizonWireless.com  
FAX # 240-568-1993

Verizon Wireless Support Team:

**Federal Accounts Coordinator for NOAA:**

Michael Moore 1-800-295-1614, option 3, X5435  
[Michael.Moore@VerizonWireless.com](mailto:Michael.Moore@VerizonWireless.com)  
FAX 240-568-1299

**Federal Accounts Lead Coordinator for NOAA:**

Michelle Turner 1-800-295-1614, option 3, X5045  
[michelle.turner@VerizonWireless.com](mailto:michelle.turner@VerizonWireless.com)

NOAA Support:

**Telecommunications Specialist/COTR:**

Diana Townsend 301-713-3333, x208  
[diana.l.townsend@noaa.gov](mailto:diana.l.townsend@noaa.gov)

**Telecommunications Specialist:**

Shirley Kick 301-713-3333, x214  
[shirley.a.kick@noaa.gov](mailto:shirley.a.kick@noaa.gov)

**Contracting Officer:**

Mary Pat Swailes 301-713-0838, x201  
[M.Pat.Swailes@noaa.gov](mailto:M.Pat.Swailes@noaa.gov)

## Contract Information

Contract vehicle GSA-FSS/GS-35F-0119P  
Order # DG133004BU0001